

Tuesday, May 1st

Opening/ Welcomes SFAU Brand- Relevant/Interactive

Mike, Jeff, Skip

8:30 Opening/Welcome/Ice
Breaker-Mike
8:50 Agenda- Mike
9:00 Welcome & thoughts-
Anne
9:10 Participant Intros-Mike
9:15 Contributor Intro -Mike
9:45 *Break*
10:00 Jeff/Skip: 5 Key
Approach-
10:10 Agen/Matls/Agremnts-
10:15 Relevancy
10:50 *Break*
11:05 Student Supported
Activity.
12:00 *Lunch*
1:00 Interactive--Principles
1:20 Building relationships
1:45 *Break*
2:00 Listening Skills
2:25 Resolving Concerns
2:45 *Break*
3:00 Interactive Activities
3:50 Break
4:00 Action Planning
4:30 End of Day

Wednesday, May 2nd
SFAU Brand-Engaging
Jeff & Skip

8:30 Welcome/Review
8:45 Wearing Training Hats
9:00 Principles of Engaging
9:15 Presentation Overview
12:00 *Lunch*
1:00 Facilitation Overview
2:30 *Break*
2:45 Coaching Overview
3:45 *Break*
4:00 Summary/Wrap Up
4:30 End of Day

Thursday, May 3rd

Debut Front 2 Back

Stephen & Linda

8:30 Introduction

10:00 Break

10:10 Drawing and Debrief

10:30 Student's Life Game

11:15 Break

11:30 Game Debrief

12:00 Player Cards/Lunch

1:00 Yes...And Activity

2:00 Break

2:15 Support of SFA

3:00 Modern/Transform

3:20 Break

3:30 Measurement

4:15 Wrap Up

Bring your participant guides with you.

4:30 End of Day

Friday, May 4th

Front 2 Back *Walk Through- Behind the scenes- Accenture day*

Katie, Sue, Mike, Laura,

8:45 Welcome and review- Mike Donnelly

8:45 Story Board

Explanation & history-

Katie Malague

9:15 Time Line/ Outline-

Accenture - design

Team

9:30 Demonstrate slide

show- provide tips

10:00 *Break*

10:15 Participant Guide

overall design and

intent

10:30 Presenter Guide

Distribution- Sue

How to use

Sections

11:00 Presenter Guide- walk

through

12:00-1:00 *Lunch*

1:00 Presenter Guide- walk

through

& programs

3:00 Open floor for specific

questions.

4:30 End of Day

Saturday, May 5th
Optional Coaching

10:00 Content & Facilitation
Coaching
(*Stephen- Jeff-Mike-*
Midge)
12:00 End of Day

Monday May 7th

Content Casserole/SME Day 8 SMEs

- 8:30 Welcome/Review-
Mike
SMEs 7 in a.m.
Enterprise services
Three channels
- 12:00 Lunch
- 1:00 SMEs 8 in p.m. Modernization-
Accenture SMEs
Victory list
Transformation-
Armi/Lorraine
- 2:30 Break
- 2:45 Measurement &
Scorecards- Mary
Lorriane
- 3:15 Wrap up- most
asked questions, aha's
- 4:30 End of Day

Tuesday, May 8th

SFAU Brand-Polished

Skip, Jeff

8:30 Polished Overview

8:45 Non-Verbal Skills

9:30 Break

9:45 Verbal Skills/Polished

12:00 Lunch

1:00 Learner Driven Options:
Stations

1. One on one videotaping: Mike
2. Process, Programs- Linda & Midge
3. Presenting with A/V – Sue
4. Presentation style
feedback- Jeff

4:30 End of Day

Wednesday, May 9th
Practice & Log. Overview
Mike, Jeff, Skip

8:30 Welcome/Ice Breaker
Jeff & Skip
8:45-9:00
Reflections by Anne
9:00 2 Week Agenda
9:10 Facilitator Intros
9:15 Participant Intros
9:45 Break
10:00 Five Key Approach
10:15 Polished Overview
10:30 Polished—Classroom
11:00-11:15 Break
11:15-12:00
Process

Facilitators:

8:30 Practice, optional
taping- Mike

12:00 Lunch

1:00 *Front 2 Back* 1nd half of
day presenters> LC's

4:30 End

Thursday, May 10th

SFAU Brand Polished, Supported

Jeff, Skip- Facilitators, Stephen, Laura-LC's

8:30 *Front 2 Back 2nd half of
day presenters> LC's
presentations*

12:00- 1:00 Lunch

Logistics: Stephen, Laura

1:00-1:15

F2b Debrief Program

1:15-1:30

Storyboard Presentation

1:30-2:00

Walkthrough of
Program & demo

2:00-2:15 Break

2:15-2:45

Walkthrough of
Program & demo

2:45-3:30

Kit discussion & course
Materials

3:30-3:45

Room set up discussion

3:45-4:15

Review LC checklist

4:15-4:30

Service Recovery

Facilitators: Jeff, Skip

1:00 Program Debrief

2:00 Break

2:15 Media and A/V
review

3:00-4:00 Process

4:00-4:15 Rating Sheet

4:15-4:30 Learnings for the
day

Friday, May 11th

Conclusion/Graduation

Jeff, Skip, Anne & entire team

8:30 Bad show

8:50 Processing

Processing/Supported

9:15 Good Show Setup

9:30 Brunch

10:00 Support Activity- Anne
& Jeff

10:30 Final Preparations

11:15 Remarks by Greg

Concluding Remarks

12:00 Program Concluded